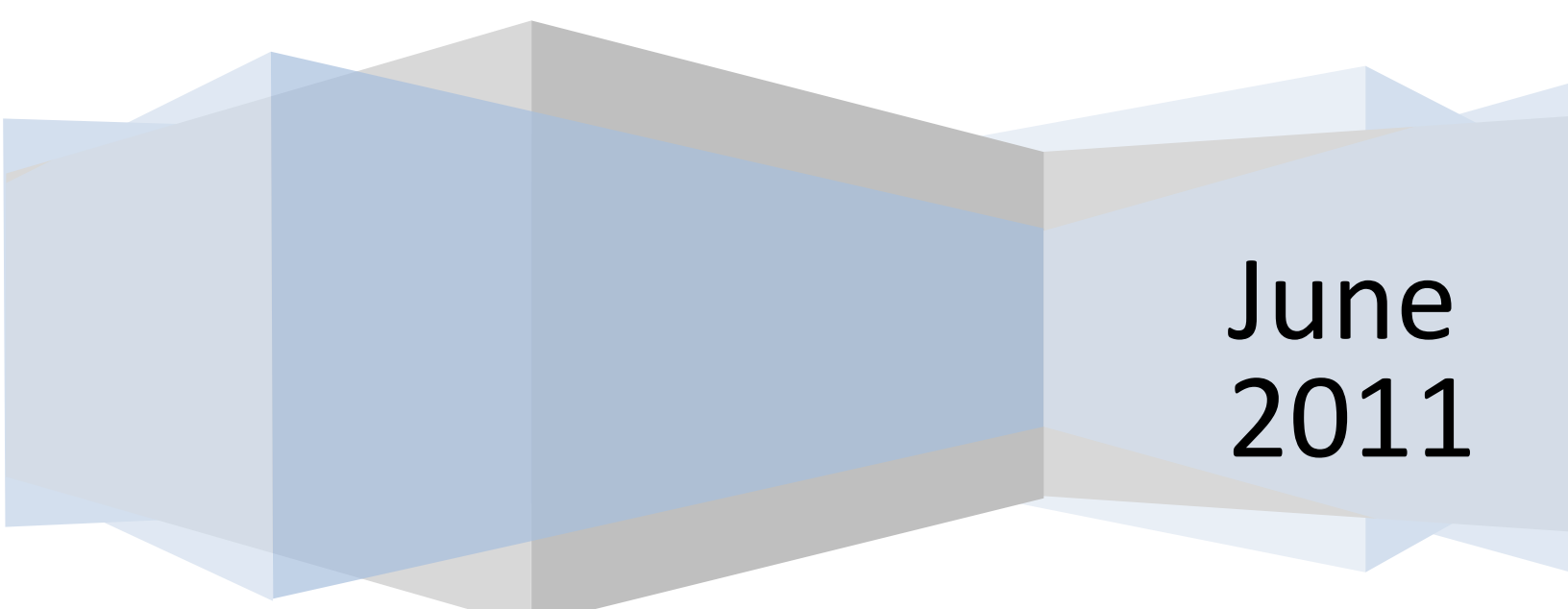


Informatics

Monthly Operating Letter

City of Westfield



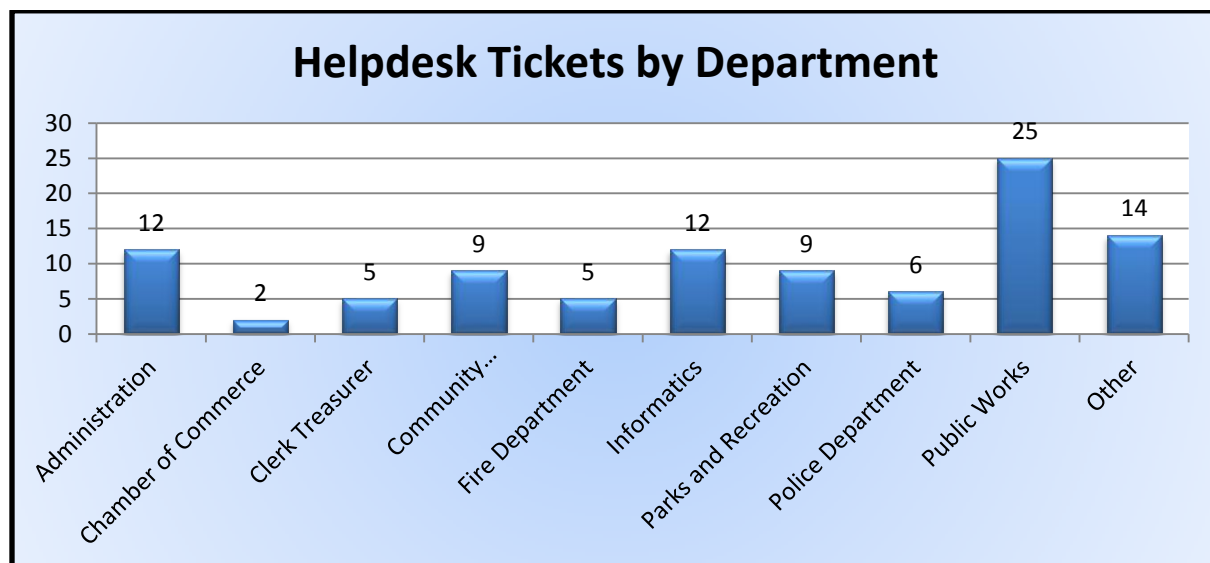
**June
2011**

HIGHLIGHTS:

- Implementation of new Helpdesk Management System. Improvements to reporting, end-user interactions, management, and more coming soon!
- Adam Green officially fills open Technical Operations FTE position
- Christopher Larsen joins Informatics as the new Operations Coordinator.
- Updated all the Black Berry devices at no cost.
 - $\$150/\text{device} * 40 \text{ devices} = \mathbf{\$0.00}$
- Migrated all other T-Mobile and AT&T cell phones to Verizon Wireless
- [Microsoft Lync](#) communication system accessible to all employees.

Technical Services

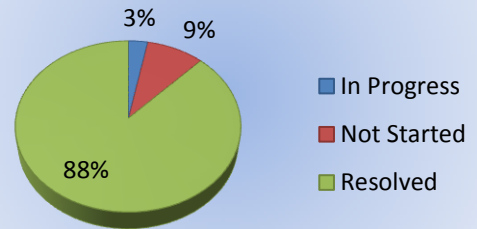
- **Helpdesk**
 - End of the month Helpdesk Desk:
 - 99 tickets created in June
 - Resolved: 87
 - In Progress: 3
 - Not Started: 9



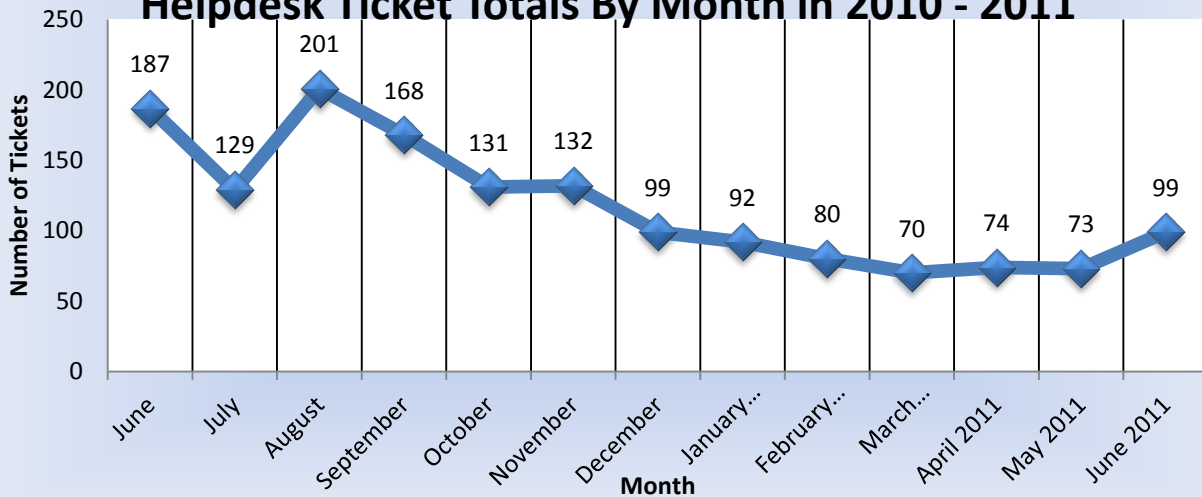
Top Helpdesk Users

- | | |
|------------------|--------------------|
| 1. Leane Kmetz | 6. Jennifer Miller |
| 2. Neil VanTrees | 7. Melody Jones |
| 3. Eric Becker | 8. Anne Cotham |
| 4. Tim O'Leary | 9. Deanne Ludwig |
| 5. Samuel Rivard | 10. Derek Todd |

Percents of Status



Helpdesk Ticket Totals By Month in 2010 - 2011

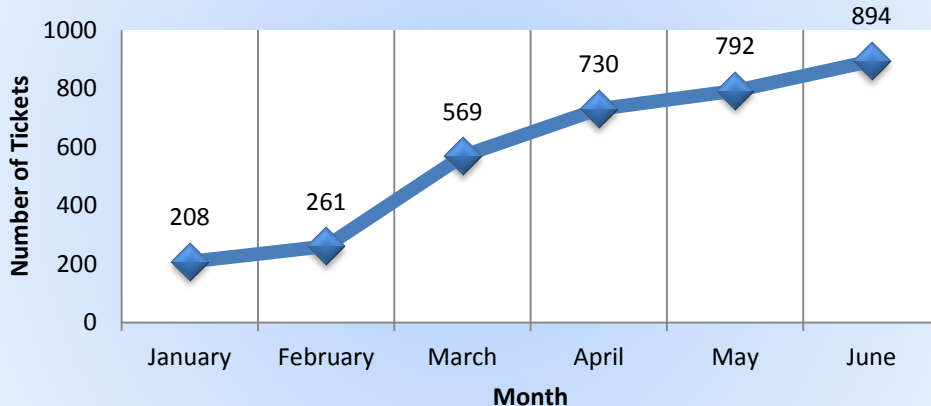


Field and GIS Services

Field Services

- o Tim located 894 tickets and processed 1,131 GPS Points

Locate Tickets Completed by Month



- **GIS**

- o 31 GIS helpdesk tickets created
- o 11 maps created

Volunteerism: 11 hours of volunteer work completed.

- Leane volunteered 10 hours for Westfield Rocks the 4th.
- Leane volunteered 1 hour as a YAP Mentor.

Training: 49 hours of advanced training completed.

Leane:

- June 14 Leane presented: Risk Assessment with Adjacent Communities, at the IGIC GIS Response Corps.
- June 29 Leane attended the HAGTAG meeting.
- June 5, 12, 19, and 26 attended Remote Sensing RMS 5105 Northeastern University

Brent Harding:

- Configuring Windows Server 2008 for 4 work days.

Fuel Consumption:

